

## Patient Experience of Care

# Service Standards (WINES)



### Welcoming

- Greet patients, families and visitors promptly and warmly, making eye contact.
- Ask patients how they would like to be addressed.
- Introduce yourself with your name, your department and your role.
- Dress professionally and wear your ID badge where it can be read.

### Informing

- Explain what you will be doing before you begin, and invite questions.
- Give updates and apologies about delays.
- Call interpreters without hesitation.
- Use professional telephone standards:
  - Good (morning, afternoon, evening)
  - Site and name of your department/unit
  - This is (your first name)
  - How can I help you?
  - Before hanging up: Is there anything else I can help you with?

### Noticing

- Stop and help if someone looks lost or confused. Escort the person to their destination, or ask someone else to do so.
- Help maintain a clean, safe and attractive environment.
- Keep patient areas quiet - reduce all sources of noise.

### Expressing Caring and Concern

- Protect people's privacy and dignity: knock on doors to patient rooms/exam rooms; keep patients covered up appropriately.
- When things go wrong, do what you can to make them right, right away.
- Keep complaints about personal or professional problems away from patients and family members.
- When getting ready to leave a patient room/exam room, ask, "Is there anything else I can do for you?"
- Say a warm good-bye when a patient is done with an outpatient visit or is being discharged, and thank the patient for coming to Cambridge Health Alliance for their care.

### Supporting Your Colleagues

- Take responsibility for communicating clearly.
- Follow through on commitments.
- Respect all kinds of differences.
- Assume good intentions.